TOWN OF TRUMBULL
SYSTEMS ADMINISTRATOR
INFORMATION TECHNOLOGY/TECHNICAL

WG: H

General Statement of Duties

1. The Systems Administrator is responsible for maintenance, configuration, hardware and software updates for the various servers within the Town network
2. Provides Level 1 & 2 Technical support for all personnel
3. Setup workstations for new employees including but not limited to PC, monitor, phone, email address, and network access.
4. Performs hardware/software maintenance, replacement, installation and configuration of equipment as needed
5. Administration of Active Directory and all file and folder level permissions
6. Supporting the network infrastructure including the service and maintenance of the network's routers, switches, hubs, patch panel equipment and cabling
7. Supports the Financial Software application for the Town
8. Performs regular backups of all town data and ensures data integrity
9. Maintains Service Request database for all technology related "trouble tickets" and reports regularly to the Director of Information Technology to improve end user support.
10. Assists Director of Information Technology in supporting the network infrastructure
11. Transports, installs and configures various hardware components at remote locations as needed
12. Will be cross trained as determined by department needs and will assist in training others.
13. Provide end user support and instructions for all personnel
14. Performs related tasks as assigned.
15. Flexible work schedule that may include emergency callbacks after hours.

Supervision Received:

Works under the direction of the Director of InformationTechnology.

Supervision Exercised:

None

Minimum Qualification, Knowledge, Skills and Ability:

1. Expertise in Microsoft Products, creation of Domains and OUs in Active Directory.
2. Experience with Microsoft SQL Server 2000, Symantec AntiVirus, and Veritas Backup Exec.
3. Must have experience in computer hardware troubleshooting, replacement and configuration.
4. Must be able to support and implement new technologies.
5. Physically able to lift and carry large hardware components (e.g.: 17" monitors, printers) up to 50lbs.
6. Be able to clearly communicate technical issues to all non-technical staff.

Experience and Training:

Graduation from a 4-year college with a major in Information Technology and 2 yrs. work experience in the Information Technology industry. A+ and MCP Certification preferred.

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